STATE STUDENT ASSISTANCE COMMISSION OF INDIANA

Instructions for Using the Indiana National Guard Update System (INGUS)

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BACKGROUND

INGUS was developed as a Web-based Internet application to facilitate the reporting of eligible Air Force and Army Indiana National Guard (ING) members to SSACI. The data is used to determine if the soldier is eligible for the National Guard Supplemental Grant (NGSG) or National Guard Extension Scholarship (NGES). Because the NGSG and NGES are awarded term by term, records must be entered or updated for each term. The reporting is crucial to the success of the NGSG and NGES programs.

INGUS allows the user to:

- Add needed data for soldiers who are NGSG or NGES eligible term-by-term ;
- Enter data on-line, one soldier or several soldiers at a time; or upload an appropriately formatted text file containing all soldier records;
- Update (correct) soldier's records on-line to make necessary corrections to, for example, dates of birth or Social Security Numbers;
- Update (correct) soldier's records on-line to change program status until a cutoff date, which varies by term;
- Print or View all records entered

INGUS stores all data on a secure server requiring a user name and password for access. All data is encrypted when transmitted over the Internet for maximum privacy, confidentiality, and security. Stored data is regularly backed-up and held in the highest confidence. The INGUS application is available whenever the user has access to the Internet.

General Security Agreement (replaces the Certification Statement): The General Security Agreement must be reviewed by ING personnel and remains in effect until SSACI revises or revokes it. All ING staff working with INGUS must abide by the principals set forth in the agreement.

INGUS DATA ENTRY

Prior to starting INGUS data entry, please review the information on data accuracy, eligible soldiers, required data fields, data entry, and data upload procedures.

Data Accuracy

Data accuracy is integral to this process working correctly for the soldier. Entering the correct social security number, last name, first name and date of birth for each soldier is extremely important. These data elements are matched against what the soldier reports on the Free Application for Federal Student Aid (FAFSA), which in turn is matched against Social Security Administration records. If there is no match, the soldier cannot be awarded a NGSG or NGES.

REQUIRED DATA FIELDS

SSN

The soldier's social security number (SSN) must be entered as 9 digits, with (123-45-6789) or without (123456789) dashes. Any other data entry will result in an error, which will be displayed

on screen. You cannot proceed with data entry or updates until the SSN is properly entered. The SSN entered must be the same as on the soldier's Social Security card or official records.

Year

The base year is the academic year for which the soldier is being recertified. As an example, you would enter a soldier as "**2010" for the school year 2010-11, even if the soldier is recertifying and entering college only in the second semester, which usually begins in January of 2011.**

Last Name

Enter the soldier's last name as it is listed on her or his Social Security (SS) card. If the SS card is not available, enter the last name as it appears in official records. Do not use suffixes such as "Jr" of "II" unless you are sure that is the soldier's legal name. Also, avoid using apostrophes in names such as "O'Brien" unless you are sure that is the soldier's legal name and how the soldier signs his or her name.

First Name

Enter the soldier's first name as it is listed on her or his SS card. If the SS card is not available, enter the first name as it is on official records. Avoid abbreviations and nicknames such as "Chris" for "Christopher" or "Missy" for "Melissa".

Date of Birth (DOB)

The soldier's date of birth (DOB) must be entered as 8 or 10 characters: 8 digits from 0 to 9 with or without slashes. If a soldier's DOB is January 7, 1986, it must be entered as 01/07/1986 or 01071986. The format must be mm/dd/ccyy or mmddccyy where "mm" must be a valid month, 01 to 12; "dd" a valid day of the month, 01 to 31; and "ccyy" a valid year, for example, "1986", where the "19" or century part is required. Editing is done on the DOB to make sure it is valid and reasonable. For example, "1998" and "2000" are not reasonable birth years for a college soldier. Errors are reported in "red letters" and must be fixed before the data is accepted.

(Status)

(This field can not be updated. See Appendix 1 for its meaning.)

Unit

This is an **optional** four (4) character (letter or numbers) designation for the soldier's ING unit. It can be used for sorting purposes when lists are displayed but it can be left blank.

Term (Fall or Spring)

This button must be checked as appropriate to indicate the soldier is eligible for the Fall or Spring term. After a cutoff date, the button will be grayed-out if it can no longer be updated. When uploading data, the values **Y** or **N** must be used to indicate, "Yes" the soldier is certified for that term, "No" the soldier is not. Both a Fall and Spring term code must be used when the file is created by the user. See **Uploading of a previously prepared and formatted file** on page 4 for details.

Updating Records: When updating an existing record, the only field that might not be updatable is the Fall or Spring term, depending on the time of the year. All other fields should be updatable.

Completing Data Entry

INGUS provides two methods to enter a soldier's data: on-line entry of one or several soldiers at a time **or** uploading a previously prepared and appropriately formatted text file. No matter which method is used, each soldier's record can be added only once. Many uploads can be done, each one adding **new** soldiers to the system.

It is important that each uploaded file contain only **new** soldiers not already entered, otherwise, an error message will be generated. The system checks to see if an SSN already exists system-wide; if it does, the record will be rejected. Changes or corrections ("updating") to soldier data already loaded must be done by updating the soldier's record via the INGUS website. You cannot update a soldier's record by uploading a text file.

UPLOADING OF A PREVIOUSLY PREPARED AND FORMATTED FILE

Uploading a text file of soldier information in the proper format can make reporting quick and easy. Users might have to consult with their Information Technology (IT) staff if they are unsure of how to create and save files of the correct format.

The file must be in "tab separated" or "comma separated" format. The file can be prepared from an application such as an MS Excel spreadsheet, using the "**Save As"** feature to create a tab or comma separated file. **There must not be any header or variable list row in the file: the first record must be a soldier data record.** The file may also be typed directly into a simple text editor such as Microsoft Notepad.

EXAMPLE OF MS EXCEL SPREADSHEET:
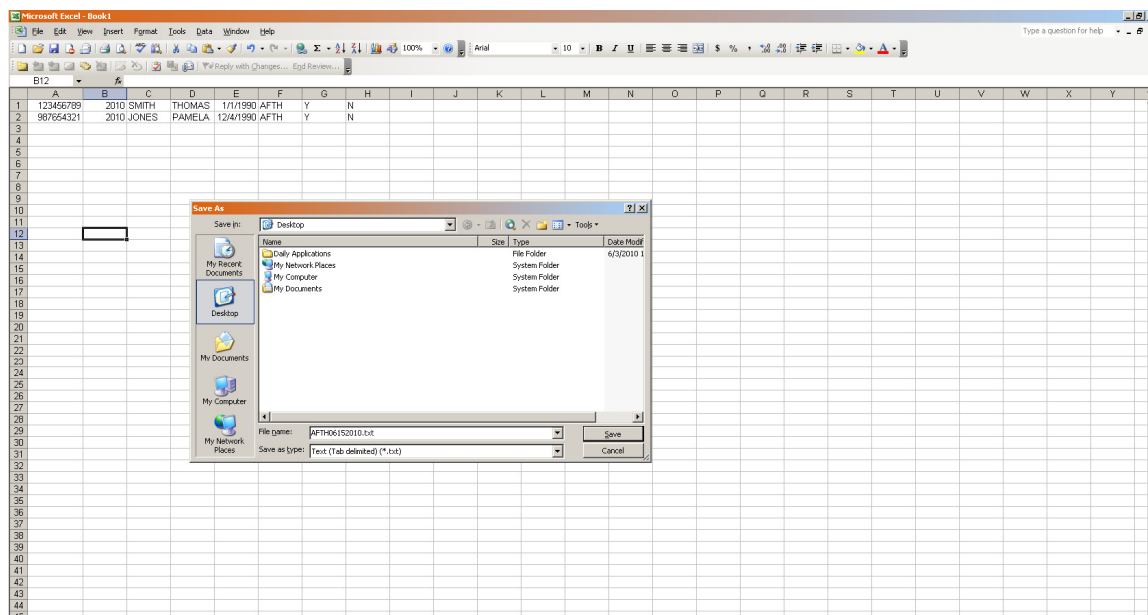
EXAMPLE OF A MS NOTEPAD FILE:
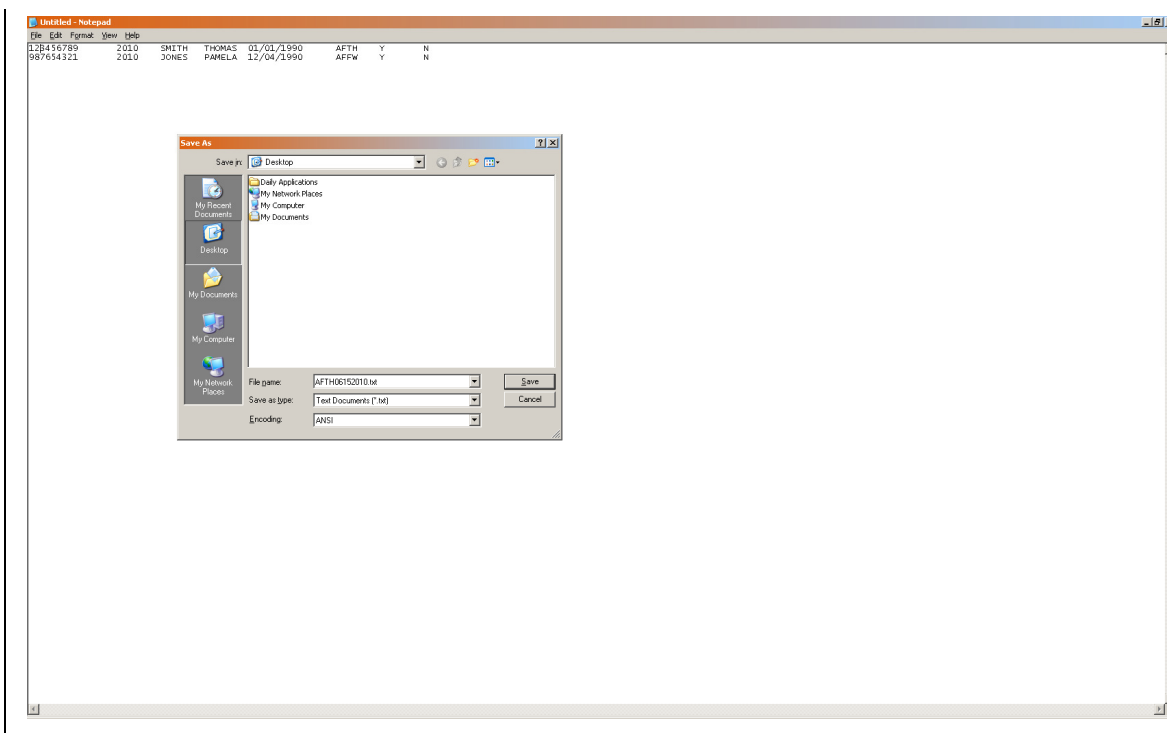
A soldier record consists of eight data fields: **SSN, Year, Last Name, First Name, DOB, Unit** and **two Term codes (one for fall, one for spring)** in that order. Each data field must conform to the rules for that data field. The **Year**, for example, must be of the form 2010 for the 2010-11 school year (**even if the data is being loaded for the Spring term which begins in January of 2011**). The "Upload" option may only be used to add new records. If changes or corrections are needed for previously entered data, it must be done by updating the individual record.

Both term codes must always be in place. The data must be either a **Y** or an **N**: **Y**es or **N**o. It is suggested that for the Fall term, the uploaded records would all have **Y** in the Fall column and **N** in the Spring column. For the Spring term, the codes for the Fall could be left in place but the Spring code changed to a **Y** if the soldier is eligible, or else it can be left as an **N**. New records added for the Spring only should have **N** in the Fall column and **Y** in the Spring column.

Each data field must be separated by a TAB (ASCII decimal value 009) or a comma (ASCII decimal value 044), and each record ended with a CR character ("carriage return, ASCII decimal value 013) and LF character ("line feed", ASCII decimal value 10) in that order. Computer applications that use a "print" statement to create text records will automatically put a <CR><LF> at the end of every record, as will the "Save As…"function of Excel or hitting the <Enter> key if records are typed into Windows Notepad. Either the TAB or comma separator must be consistently used throughout the data set. Entered correctly, the uploaded data will be immediately available to you on-line; otherwise, you will get an error message in red letter for each incorrect record.

An example of valid records might be:

123456789, 2010, SMITH, THOMAS, 01/01/1990, AFTH, Y, N

987654321, 2010, JONES, PAMELA, 12/04/1990, AFFW, Y, N

OR

123456789<TAB>2010<TAB>SMITH<TAB>THOMAS<TAB>01/01/1990<TAB>AFTH<TAB>Y<TAB>N

987654321<TAB>2010<TAB>JONES<TAB>PAMELA<TAB>12/04/1990<TAB>AFFW<TAB>Y<TAB>N

Uploading Data

If you click on the **"Browse"** button in the INGUS application, your operating system will open a window titled **"Choose file"** or a similar phrase. You might have to click on the **"My Computer"** icon in the window to find your C: drive (or the appropriate drive where the file resides on your system.)

Once you find the file you want to upload, either double-click on it or click once and then click on the "Open" button in the window. Either action will take you back to the INGUS main page. The file will be in the window next to the **"Browse"** button. Click on **"Upload"** to send the file.

Alternatively, type the path and name of the file in the window and click **"Upload"**. The name of the file does not matter but it is conventional to name a text file with the extension ".txt", for example, ARSF08012010.txt would clearly identify the file: Army, Stout Field, August 1, 2010. Other designations could be AFTH and AFFW plus the date.

Accessing INGUS and Logging On

Accessing INGUS

To access INGUS, SSACI prefers the user's Internet Browser to be Microsoft *Internet Explorer* or a comparable web browser. At minimum, users must have Internet Explorer Version 7.0 or later. You can go to the **Help**, **About** window of your Browser to check its version. INGUS is accessed via SSACI's homepage, www.in.gov/ssaci.

Once on the homepage, the INGUS webpage can be accessed by clicking "Indiana National Guard Support Sites-INGUS", located under the "Professional Partners" section on the left-hand side of the homepage.

Logging On to the INGUS database

Once you have entered the INGUS web page, you can access the database by clicking the **"INGUS Data Input"** link

A pop-up box will appear, asking you to enter your Username and Password.

The User Name and Password are case sensitive!   Please turn off your Caps Lock button prior to entering the information and use the shift key where capital letters are called for.

Be sure to use the mouse or TAB key to go between the User Name and Password boxes and not the Enter key. You can choose to check the box to save your password if that option is displayed *but understand that if you do, anyone who has access to your computer has access to INGUS data and can modify it!*

Once your User Name and Password have been entered, you will be in the data collection area of INGUS. The screen will look something like this:

To access the data area, click either the **INGUS** or **NGES** button at the left.

This is one of the most important areas in INGUS. Here you can do a host of activities:

- View the data you have entered, arranging the display by any of the five data fields
- Add new soldier records to the system on-line
- Upload a file of new soldier records
- Update existing records on-line

NOTE: When entering information on a soldier, data must be entered for all of the fields as the application will not save partial updates.

<div align="center">

SSN, **Last Name**, **First Name**, **DOB** and **Term Codes**

</div>

SSACI cannot update its **G**rant **R**eporting **A**nd **D**elivery **S**ystem (**GRADS**) if valid data is not entered in all fields. Without complete and accurate data in all six fields, a soldier might lose the NGSG or NGES.

Database Upload

If data will be entered using a database upload, use the area in the upper part of the screen to do so.

To add records from a tab or comma delimited file, type in the path and file name or use the Browse button to find the file and click "Upload". It is in this area that you can upload text files to add new soldiers to the data collection system. If you click on the **Help** button, a help window will appear.

Adding One or Several Soldier Records at a Time

To add data one soldier or several soldiers at a time, use the area in the mid part of the screen to do so.

It is in this area that you enter individual soldier data. Depending on the date, check the appropriate Fall or Spring term box. These buttons will be "turned off" after a certain date in each term when changes can no longer be made. Once you have entered all the required data, click the "**Save"** button to the right of the program field to store the data.

If you would like to add up to 20 soldier records at a time before hitting the "Save" button, click on the down arrow to the right of the button "More rows for adding records" to increase the count. This feature will allow you to complete data entry for several soldiers while hitting the "Save" button only once when you have reached the number of soldiers you indicated you wanted to add, as opposed to hitting the save button after each individual soldier data entry. To become familiar with this feature, it is recommended that you start by selecting the option to add only a few soldiers (3-5). Be sure to hit the "Save" button when done. Once you are comfortable with the feature, you can decide to add more records at a time. It's better to practice on a few records than to try to add 20 records and lose them because the "Save" button was not clicked prior to exiting the program.

After you enter soldier data, the screen will look like this:

If the data entry has no errors, the data will be accepted; if there are errors, they will be displayed in "red letters" and you must correct them to save the student record. The most common errors are not having 9 digits for the SSN or using an incorrect format for the DOB. You can click on the **SSN**, **Last Name**, **First Name**, **DOB** or **Fall/Spring** links to get on-line help. Once the system accepts the data, the screen will re-appear ready for a new record.

Regardless of the number of records you add at one time, you must hit the SAVE button prior to adding another group of records or the information will be lost.

Once you have entered soldier data, you can see more of this screen by using the Browser to move down the page. You do this by using the up ▲ or down ▼ scroll buttons on the far right side of the screen.

Updating Data

Click on the word **"Update"** next to the Year if you need to make a change to a record. You can now change any or all fields as needed for that soldier's record.

Click the **Save** button next to Program to save the updated information.

As soon as you are done saving the record, the screen will go back to the list of soldiers, ready to update another soldier or add a new record. If the updated data contains errors, they will be in red letters and the data will not be saved. Fix the data before attempting another **Save**.

Viewing the Data

You can View the data you have already entered by clicking on the View bar at the top of the screen. The next screen will be a list of all the soldiers entered into the system for your school. The screen will display up to 15 records in each view. To view the next 15 records, click on ▶ to move to the next page. Clicking on ▶| will take you to the end of the list. Reversed arrowheads will take you to the previous page or to the beginning of the list. See the **Printing** section if you would like to view more than 15 records at a time.

Sorting the Data

The sort order defaults to ascending in Social Security Number (SSN) order. To reset the sort order, click on the **"Reset sort order"** button (you may need to scroll to the far right on your screen to see this button). Allow a moment for the default sort to be "released." Then click on the symbol ▲ next to the data field name by which you want to re-order the list of data. The arrow

pointing up means the list is in ascending order; the symbol ▼ means the list is in reversed order. The options are:

- **Order by SSN** (display the list in SSN numerical order)
- **Order by Last Name** (display the list in alphabetical order by last name)
- **Order by First Name** (display the list in alphabetical order by first name)
- **Order by Date of Birth** (display the list in order by date of birth)
- **Order by Status** (list by status in alphabetical status order)
- **Order by Unit** (list by unit name in alphabetical order)
- **Order by Term** (sort reaffirmation status by term, either Fall or Spring)

If you would like to sort on multiple fields, such as program by last name, click on the ⊖ button (you may need to scroll to the far right on your screen to see this button), then click on the Program symbol ▲ then the Last Name symbol ▲. To reset the sort order, click on the ⊖ button.

Printing

Organize the list as you would like, by Last or First Name, SSN, or DOB. Click on the **PRINT** button located between the <u>Download Data</u> Button and the <u>Help</u> field.

Allow time for the list to come up on your screen; then print your list by selecting <u>FILE-PRINT</u> in your web browser. Using the Print function is also a good way to look at your list as a whole (not just 15 soldiers at a time.) You may click on PRINT, bring up the list, scroll through the list and then print if you wish.

Downloading Data

You can download all the data in the system and save it on your system. Near the top of the data screen you will see the following:

You can first select the format of the output text file: TAB separated (the default) or COMMA separated. If you click the "Download Data" button, a screen similar to the following will appear:
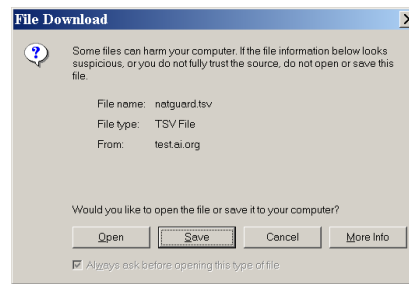
You can choose to Open the file or Save it. If you open the file, it will most likely open in MS Notepad, from which you can save the file. If you choose to save the file, another screen will appear:

You can type in the file name and location to save the text file.

Duplicate SSNs

INGUS will not let you enter a social security number that already exists in the system. If you enter a duplicate SSN, you will get an error message similar to:

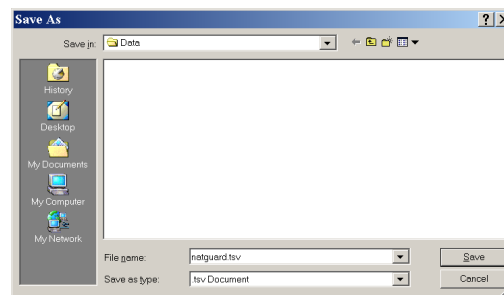**Row 1: The SSN** _____ **already exists in this set of data, The student with that SSN does NOT have the same first name, last name, or date of birth as the student being added.**

This error could occur when doing either a database upload, or entering individual soldier data. The first thing to do is check to make sure a typographical error has not been made in either the database created for upload or when doing manual data entry.

If the SSN appears to be correct according to your records, then you must check the soldier's social security card to make sure the correct number was provided to the school in the first place. If not, correct the record and try the data entry again.

If the SSN on file is confirmed with the soldier's social security card, then contact SSACI for further instructions.

APPENDIX

The soldier information submitted via INGUS is compared to FAFSA data downloaded from the federal government. SSACI stores the FAFSA information in a system named GRADS. When SSACI compares INGUS data to GRADS data, its purpose is to update the soldier's record in GRADS so he or she is recognized for the NGSG.

Sometimes the INGUS data cannot be matched to GRADS data. If the three elements in INGUS (SSN, Last name, and DOB) do not match what the soldier reported on the FAFSA, then no update can take place. This could mean the information in INGUS is incorrect or that the soldier made an error on the FAFSA. Also, if the soldier has not filed a FAFSA, the update cannot take place.

Each attempt to match data has an outcome and the outcome is indicated by a Status code. These codes, soldier by soldier, have been added to the INGUS system. The Status code has been placed immediately after the Date of Birth column. The following graphic shows the new column (where the displayed code of "SN" is for display purposes only).

INGUS users can check the most recent Status codes to see if corrections may be needed to the INGUS record. Often times the Status code indicates everything is OK and the match between INGUS and GRADS was successful. The code "IN" would mean that the program was updated (inserted) for the first time during the past week.

The codes could change week to week. One week the code might be "NF" meaning there is no current FAFSA on the soldier. But the next week the code could be "IN" because the soldier filed a FAFSA between updates. Similarly, a "DB" code one week because of a bad date of birth might result in a proper program insertion ("IN") the next week when the soldier's record is corrected in INGUS or on the FAFSA, whichever was incorrect. A code could change to "DE", which means the soldier's status has changed and he or she is no longer eligible for the program. That code might occur if the INGUS user changed a soldier's program to "Neither".

The complete list of codes with brief explanations is in the following table. The codes will be useful as you work with soldiers to make sure their INGUS and GRADS records are correct. A few of the codes are for SSACI's use only. Look at the column "Action" to see what to do.

Code	Meaning	Action
DA	Soldier was listed as being recertified for NGSG in fall (as evidenced by "Y" in the fall column of INGUS) but has not been recertified for the spring (as evidenced by "N" in the spring column of INGUS)	If the soldier has recertified with the Guard for the spring semester, update the soldier's record to reflect this fact by checking the box in the "Spring" column of the soldier's record, or listing "Y" in the appropriate column if uploading a text file to the INGUS database.
DB	Date of Birth does not match GRADS	Double check the Date of Birth in INGUS and tell the soldier to check the FAFSA. Correct the one in error.
DE	Soldier inactivated for term	The soldier was initially entered into INGUS as being active for the term, but has since been switched to inactive (by means of unchecking the appropriate term box)
ER, or PD, or GY	SSACI Internal Control Status Issue	Call SSACI at 317-232-2355

Code	Meaning	Action
IN	Good News! The information on the soldier's FAFSA and entered into INGUS is a match.	No further action needs to be taken. The status code should change to "OK" the following day.
NF	No FAFSA exists for the current year but a FAFSA does exist for the previous year. Therefore no "marriage" of information will occur with what was reported in INGUS to a current year FAFSA so that eligibility for an increased state grant award cannot be determined	No award can be granted. Encourage the soldier to file the current year FAFSA
NM	Last Name does not match GRADS	Double check the soldier's Last Name with your records and with their social security card. Correct original INGUS data if necessary. If INGUS data is correct, have soldier check the FAFSA.
SN	• The information in INGUS has been entered incorrectly or; • The soldier has not filed a FAFSA or; • The soldier has filed a FAFSA, but did not list Indiana (IN) as their state of residence or; • The soldier made an error on the FAFSA information they submitted (name, date of birth, or social security number)	• Re-check to ensure the soldier's name and social security number matches the soldier's social security card, the soldier's date of birth is correct. • Encourage soldier to file the correct year's FAFSA. • Have soldier check to ensure residency status is correct on the FAFSA; if state of residence is not Indiana (IN), SSACI does not receive FAFSA data and no 'marriage' of information between INGUS and FAFSA is then possible. If correction on FAFSA is warranted, soldier must contact the Federal Processor. • Have soldier review the FAFSA for accuracy of information and make corrections if needed with the Federal Processor on or before May 15, 2011.
OK	Program data in INGUS and on the current year's FAFSA are cohesive	No action is needed!

If the Status code indicates no match can be made but you know the INGUS data are correct and doesn't require an update, encourage the soldier to look at his or her Student Aid Report or at the FAFSA data stored on-line at www.fafsa.gov. There could be an error in the soldier's name, DOB, or SSN that the soldier didn't realize was there and needs to be updated. Although it's not your responsibility to update the soldier's FAFSA information, if you can help identify a problem for a soldier, you may be instrumental in making sure the soldier receives financial aid. If you have questions about the Status code, please contact SSACI.

GENERAL SECURITY AGREEMENT FOR THE USE OF THE COMMISSION'S INDIANA NATIONAL GUARD UPDATE SYSTEM (INGUS)

The Indiana National Guard Update System (INGUS) referred to in this agreement is the system used by the Commission and an eligible unit to exchange information about soldiers as part of their application for state financial aid. The use of INGUS by the Indiana National Guard (ING) is an essential part of delivering state financial aid to Indiana students and families. In lieu of a written and user signed certificate, it is understood that by logging into and entering or uploading a soldier record into INGUS, the ING and its users agree that:

1. Each user has Internet access on a computer using either of the browsers Internet Explorer 4.0 or later or later, with appropriate settings to access the Commission's secure Internet server via the URL http://www.in.gov/ssaci/.
2. Passwords and user identification numbers (IDs) used to access INGUS are to be treated as confidential information. The ING will authorize a limited number of employees to have access to INGUS. Moreover, employees of the ING will not share passwords and IDs with anyone except ING-authorized persons.
3. Computerized files created by or for the Commission and all information and documents associated with these files are considered owned by the Commission once they are transmitted to the Commission. To the extent authorized by law, these files and the data contained within these computerized files will be treated with the utmost confidentiality.
4. The ING will take reasonable precautions to protect the data owned by the Commission from unauthorized access, change or destruction. Data will not be altered, destroyed, copied, uploaded, or downloaded from INGUS except as authorized by the Commission.
5. It is understood that, if it appears to be urgent and necessary, the Commission reserves the right to revoke, without notice, the electronic access it has granted to the ING.
6. The ING will take reasonable precautions to make sure that any employee whose change in employment status or duties no longer necessitates access to the Commission's data is denied access to that information.
7. The ING will comply with all appropriate federal and state of Indiana information security and confidentiality laws and the Commission's security and confidentiality policies and procedures.
8. The ING will maintain a historical record that identifies to the Commission or its representative the individual(s) who create, update or transmit the Commission's data.
9. To the extent authorized by law and caused by the negligence or intentional misconduct of itself, its employees or agents, the ING will accept liability for any direct or consequential damages to the Commission and its databases.
10. Users will modify the INGUS information via the Internet up to the Commission's scheduled and published last date to enter data if a soldier's status changes so as to make them ineligible for the National Guard Supplemental Grant.